

## WHAT IS CLAIMED IS:

- 5           1.     A method for automated unit service requests from a telematics unit, the method comprising:  
                    setting a unit request call trigger at the telematics unit from a call center;  
                    receiving a unit request call based on the unit request call trigger;  
10     and  
                    configuring the telematics unit in response to the received unit request call.
2.     The method of claim 1 further comprising:  
15                   determining at the call center an available enrollment data; and  
                    configuring the unit request call trigger based on the determination.
3.     The method of claim 1 wherein the step of receiving a unit request call based on the unit request call trigger comprises:  
20                   receiving a carrier response to a generated unit request call, wherein the carrier response indicates MIN availability; and  
                    resetting the unit request call trigger responsive to the carrier response.
- 25           4.     The method of claim 1 wherein setting a unit request call trigger comprises:  
                    receiving a subscriber service call at the call center;  
                    determining if the telematics unit is data upload capable; and  
                    configuring the telematics unit to initiate the unit request call at a  
30     predetermined time based on the determination.

5. The method of claim 2 wherein determining available enrollment data comprises:

determining if a customer data record is expected.

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6. The method of claim 2 wherein determining available enrollment data comprises:

determining if a personal calling number is available.

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7. The method of claim 1 wherein configuring the telematics unit comprises: performing a base configuration.

8. The method of claim 1 wherein configuring the telematics unit comprises:

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performing a base configuration; and  
performing a personal calling configuration.

9. A computer usable medium including a computer program for automated unit service requests from a telematics unit comprising:

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computer program code for setting a unit request call trigger at the telematics unit from a call center;

computer program code for receiving a unit request call based on the unit request call trigger; and

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computer program code for configuring the telematics unit in response to the received unit request call.

10. The computer usable medium of claim 9 further comprising:  
computer program code for determining at the call center an  
available enrollment data; and

5 computer program code for configuring the unit request call trigger  
based on the determination.

11. The method of claim 9 further comprising:  
computer program code for receiving a carrier response to a  
10 generated unit request call.

12. The computer usable medium of claim 9 wherein computer  
program code for setting a unit request call trigger comprises:

computer program code for receiving a subscriber service call at  
15 the call center;

computer program code for determining if the telematics unit is data  
upload capable; and

computer program code for configuring the telematics unit to initiate  
the unit request call at a predetermined time based on the determination.

20 13. The computer usable medium of claim 10 wherein computer  
program code for determining available enrollment data comprises:

computer program code for determining if a customer data record is  
expected.

25 14. The computer usable medium of claim 10 wherein computer  
program code for determining available enrollment data comprises:

computer program code for determining if a personal calling  
number is available.

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15. The computer usable medium of claim 9 wherein computer program code for configuring the telematics unit comprises:  
computer program code for performing a base configuration.

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16. The computer usable medium of claim 9 wherein computer program code for configuring the telematics unit comprises:  
computer program code for performing a base configuration; and  
computer program code for performing a personal calling  
10 configuration.

17. A system for automated unit service requests from a telematics unit comprising:

means for setting a unit request call trigger at the telematics unit  
15 from a call center;

means for receiving a unit request call based on the unit request call trigger; and

means for configuring the telematics unit in response to the received unit request call.

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18. The system of claim 17 further comprising:

means for determining at the call center an available enrollment data; and

means for configuring the unit request call trigger based on the  
25 determination.

19. The system of claim 17 further comprising:  
means for receiving a carrier response to a generated unit request  
call.

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20. The system of claim 17 wherein means for configuring the  
telematics unit comprises:

means for performing a base configuration; and  
means for performing a personal calling configuration.

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